1 Outlook 2010 (Windows OS) and MAPI Configuration

Automatic configuration of Outlook 2010 is expected to work for most users under most conditions with Windows 7 and Microsoft Outlook 2010 installed. We recommend that you try this first before resorting to manual configuration described in a later sub-section.

Depending on the history of your computer, you may be asked to create a profile before performing any mail account configuration. Once this is done, you will be able to proceed.

1.1 The Many Ways to Begin Outlook 2010 Configuration

There are several different environmental conditions that impact the process of automatically configuring Outlook 2010 on a Windows 7 computer:

- Local computer account versus FERMI domain account
  - Affects the default (and sometimes invisible) domain setting
  - Affects some pre-populated values
- Inside fnal.gov network domain (including VPN) versus Outside fnal.gov network domain
  - Affects which specific protocol is actually in use by Outlook within MAPI "family"
- Fresh Install of Windows and/or Outlook or not
  - Affects whether a profile must be setup first
- "Other" mail accounts already configured with various domain settings
 - Affects whether the new configuration is assumed to be the default or not.

Section 1.1 will describe some "initial steps" variations to get everyone started. This section is a list of possibilities, not a sequential task list like the remainder of the document. Section 1.2 then documents the mostly universal portion of the configuration procedure. There are still some variations which are called out with warning arrow bullets and in text.

> ➢ *There are some surprises ahead, called out in warnings like this one.*

Depending on the history of your computer, you may be asked to create a profile before performing any mail account configuration. Once this is done, you will be able to proceed.

1.1.1 Outlook 2010 Configuration Initial Steps – Fresh Windows/Outlook Install

In Windows 7, start the Outlook application. You will see the startup screen. Click "Next >"
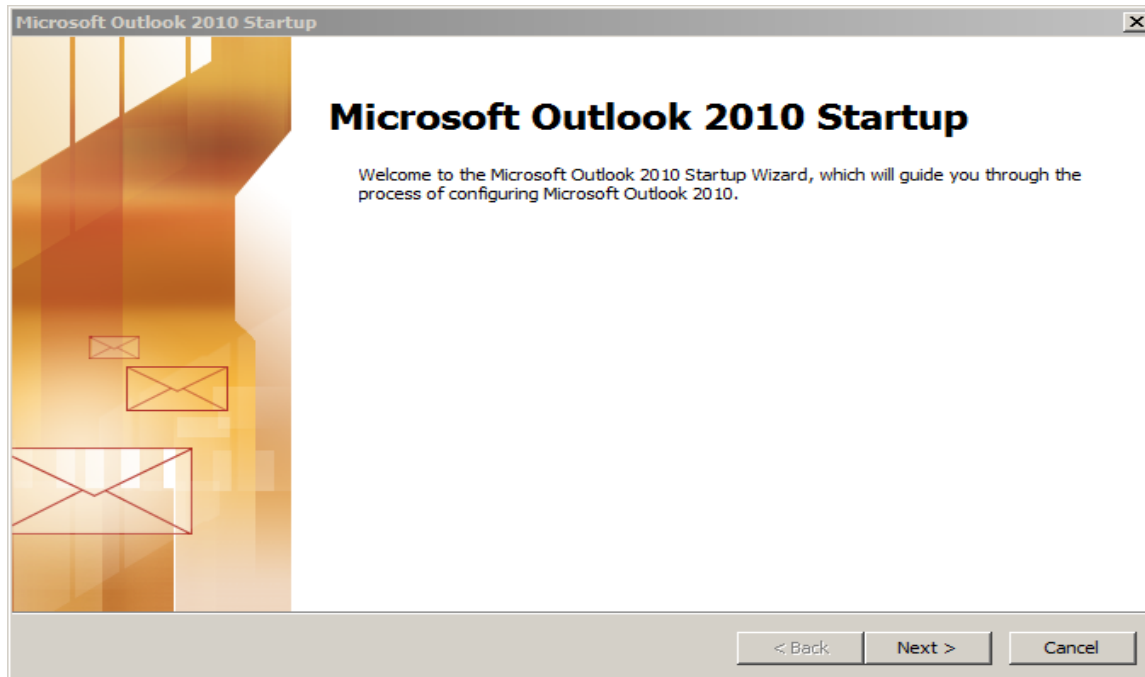
Then you will be prompted for whether you would like to configure an e-mail account.
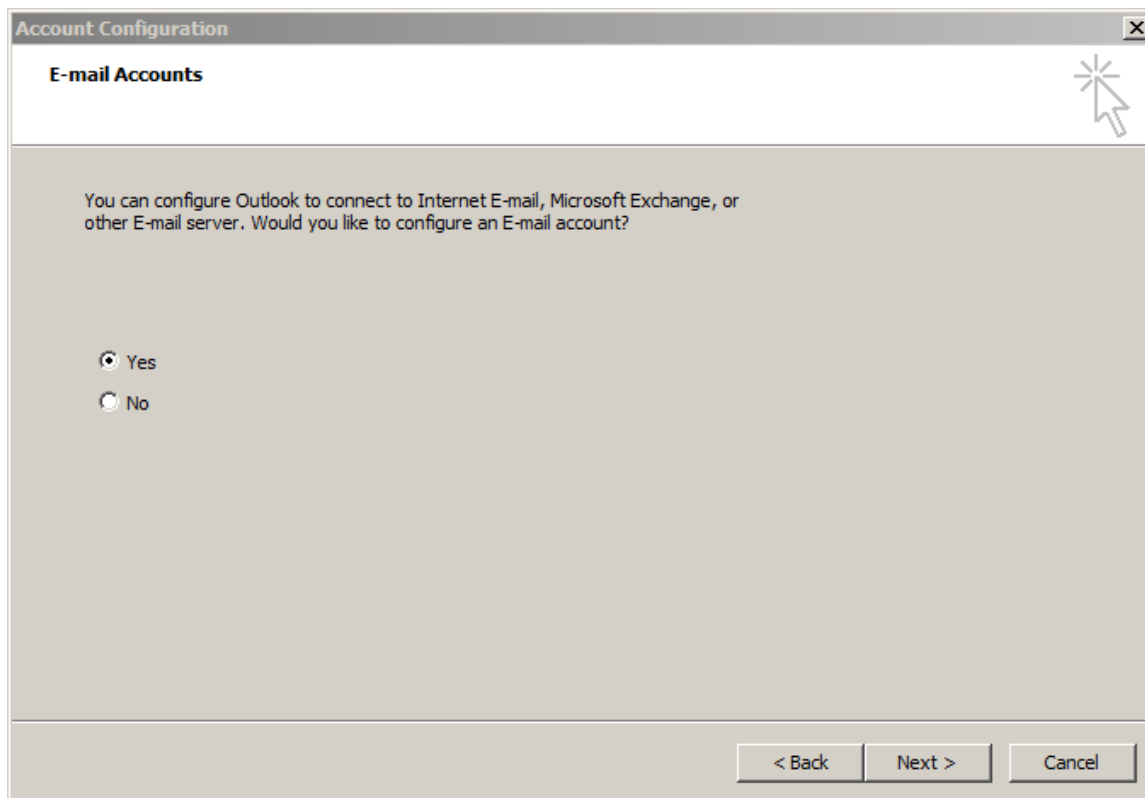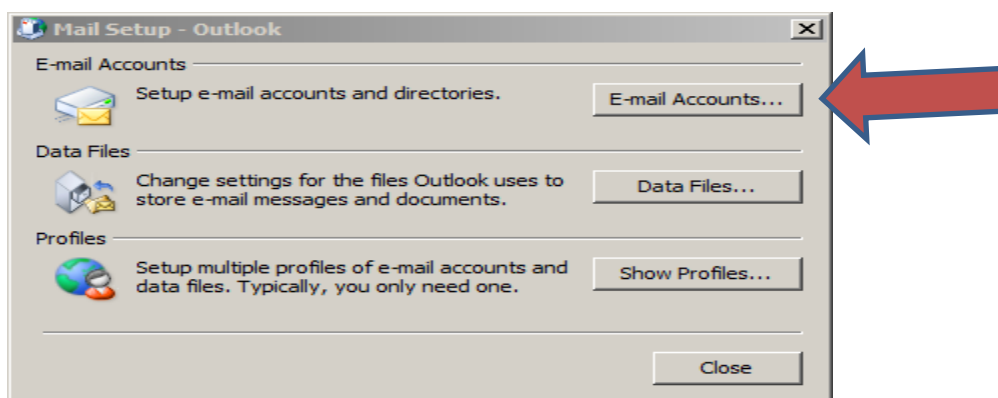

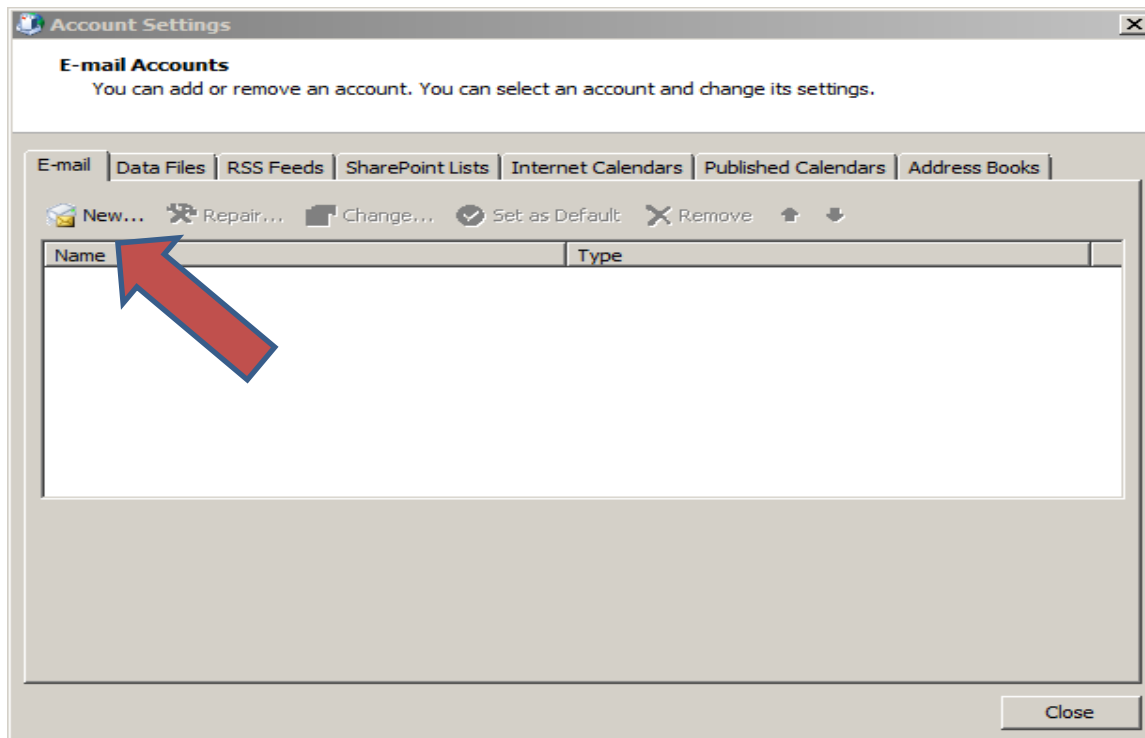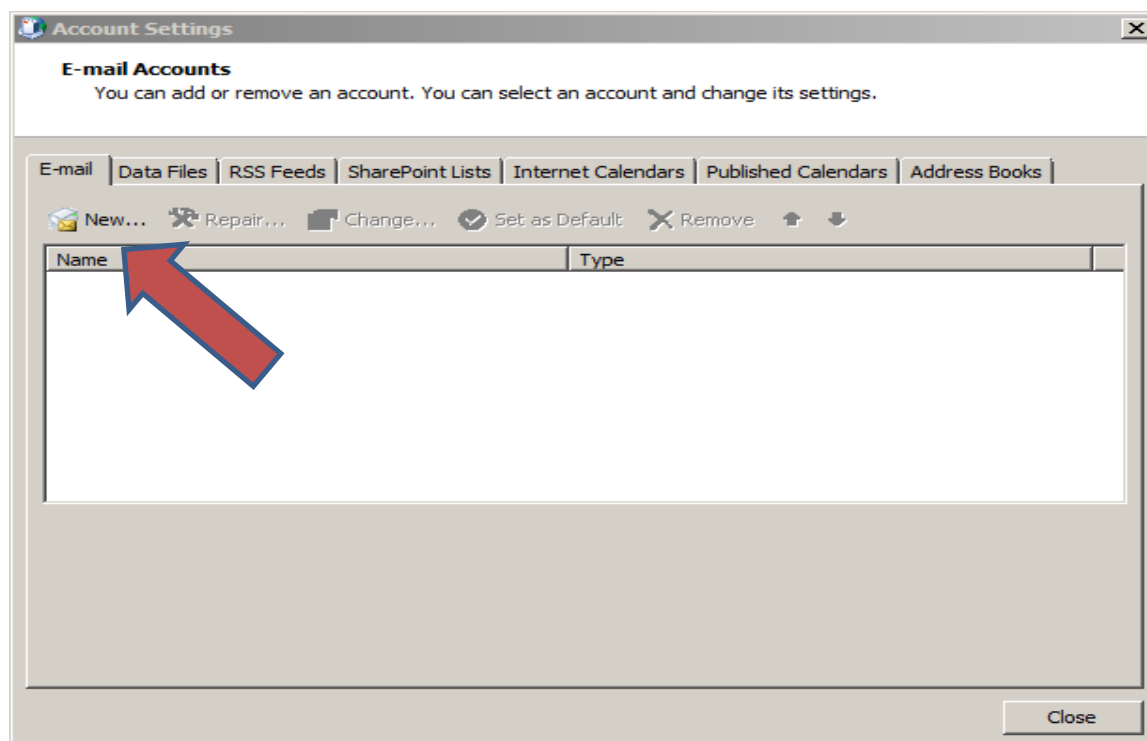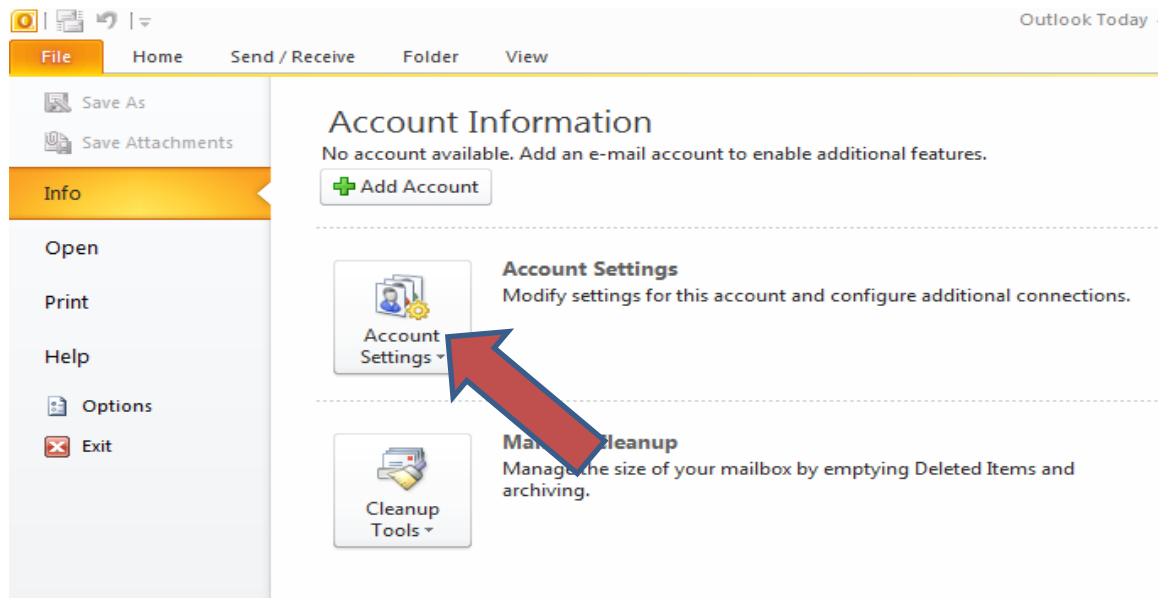Select "Next >". You may now skip to Section 1.2 to continue.

1.1.2 Outlook 2010 Configuration Initial Steps – Outlook Not Running

In Windows 7, select "Start" in the desktop taskbar, and then select "Control Panel". In the Control Panel, select "Mail".
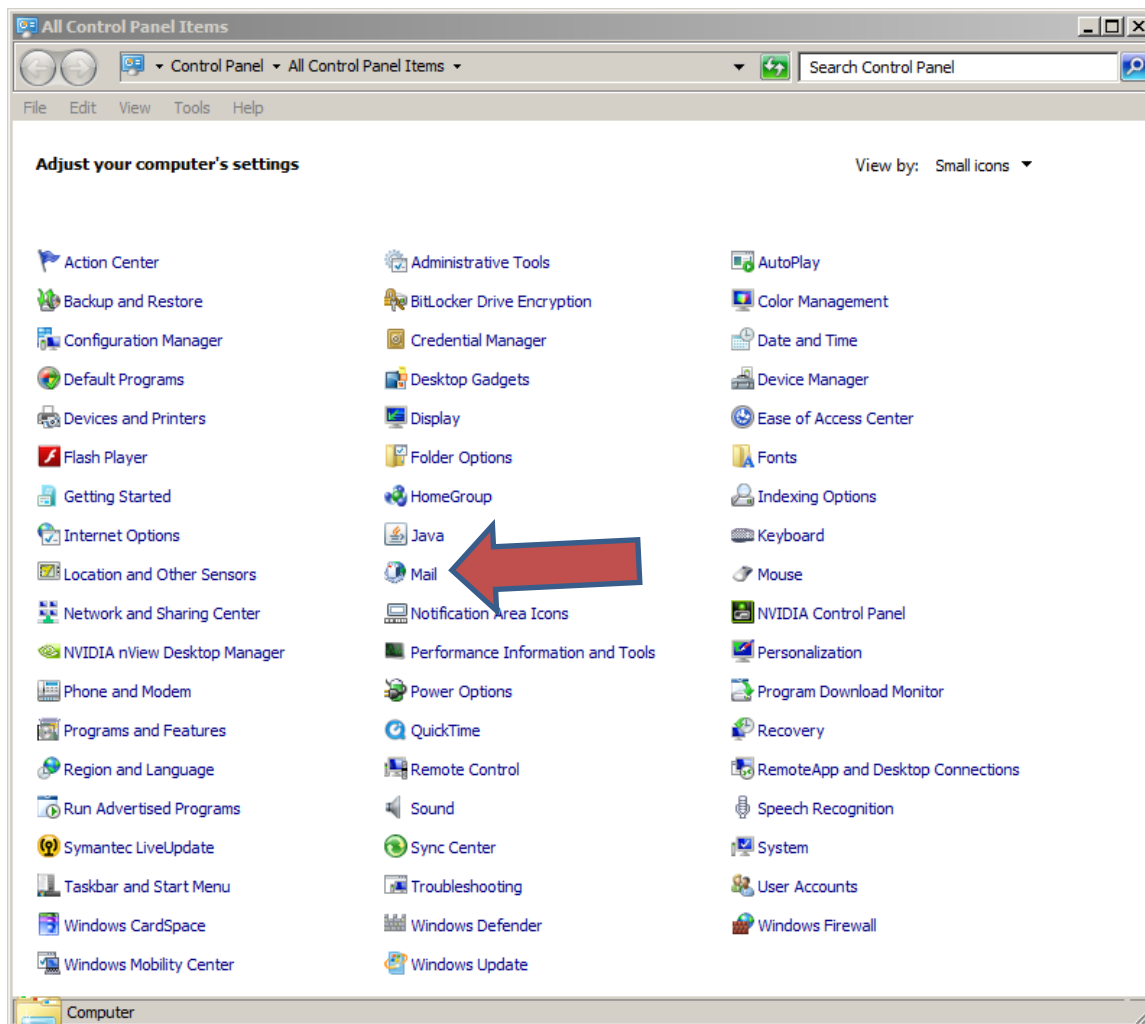
Select "E-mail Accounts…".

Select "New…" You may now skip to Section 1.2 to continue.

1.1.3   Outlook 2010 Configuration Initial Steps – Outlook Running

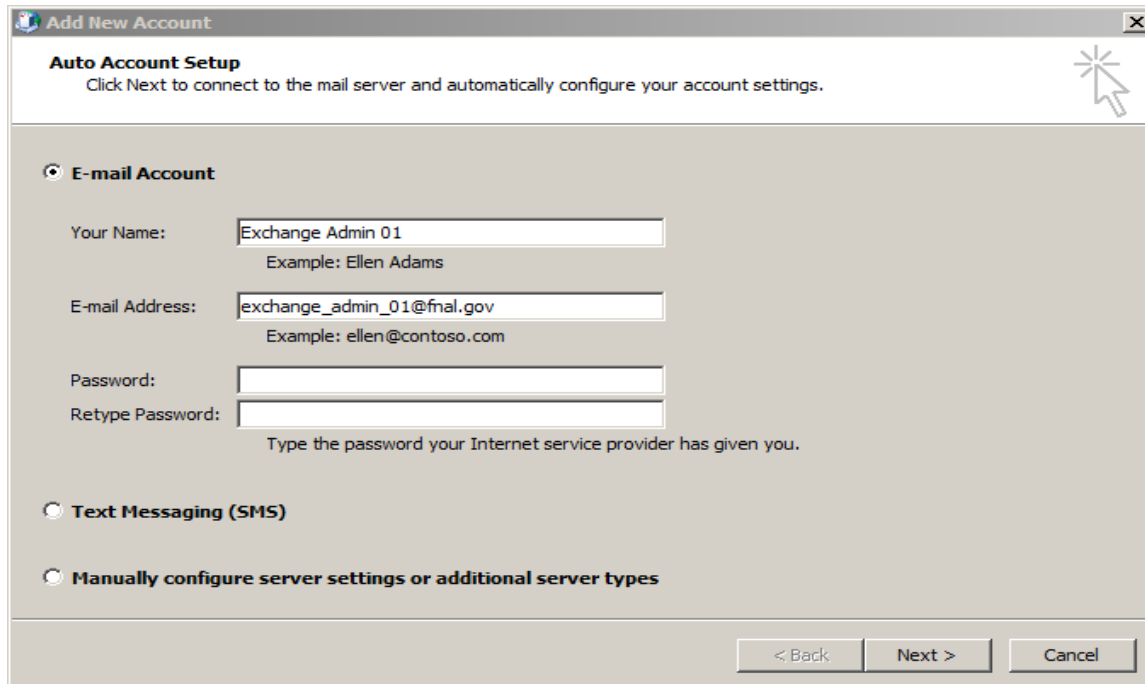In the Outlook 2010 application, select File | Account Settings. Then select Account Settings again in a drop-down.

Select "New…" You may now skip to Section 1.2 to continue.

1.2   Create a MAPI Configuration Automatically for Outlook 2010

At this point, however you started your Outlook configuration procedure, you should see one of the "Add New Account: Auto Account Setup" forms, and use the following to continue with the mail account configuration. Some of these lack password entry fields, but that does not affect how you will proceed.

1.2.1   Outlook 2010 Automatically Create Config – Auto Account Setup Begin

Fill out Your Name, and your E-mail Address. You do NOT have to type in your password at this point, so save yourself some typing and leave the password fields blank.

Click "Next >"

### 1.2.2   Outlook 2010 Automatically Create Config – Auto Account Setup Search

Outlook then queries the auto-discovery service for the rest of your configuration information.
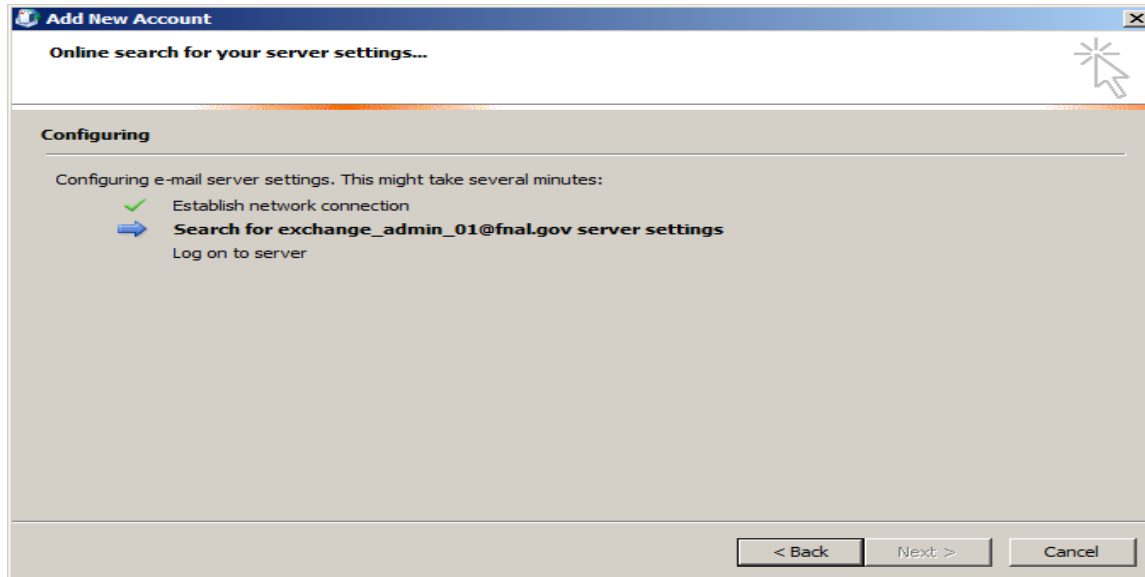
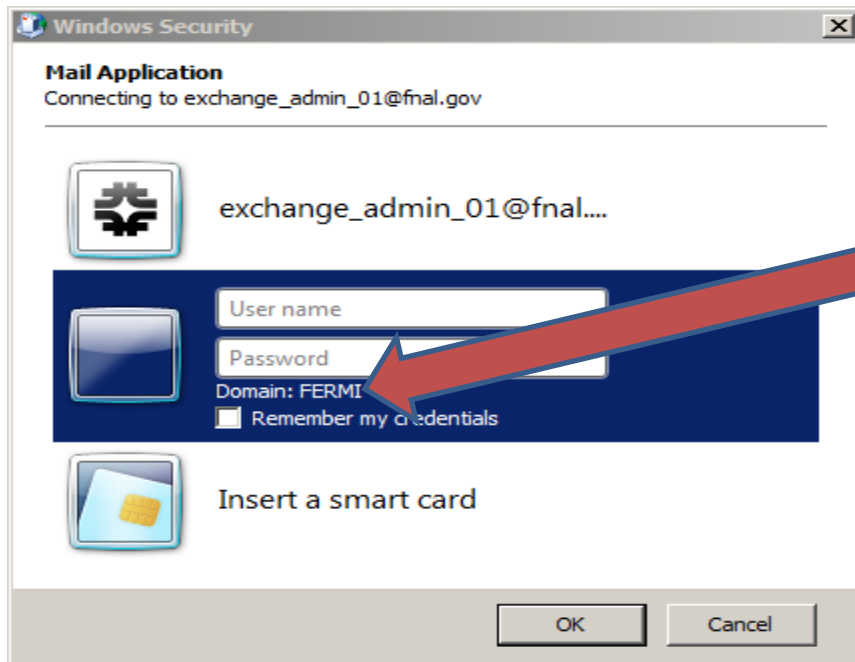### 1.2.3   Outlook 2010 Automatically Create Config – Authenticate

> ➢ ***READ THIS SECTION BEFORE TAKING FURTHER ACTION!***

You will now be prompted to authenticate. This form looks innocent enough, but it assumes your domain is FERMI (windows) by default and hidden, but you will authenticate to the SERVICES domain. After selecting "Use another account" you can see the FERMI default value.
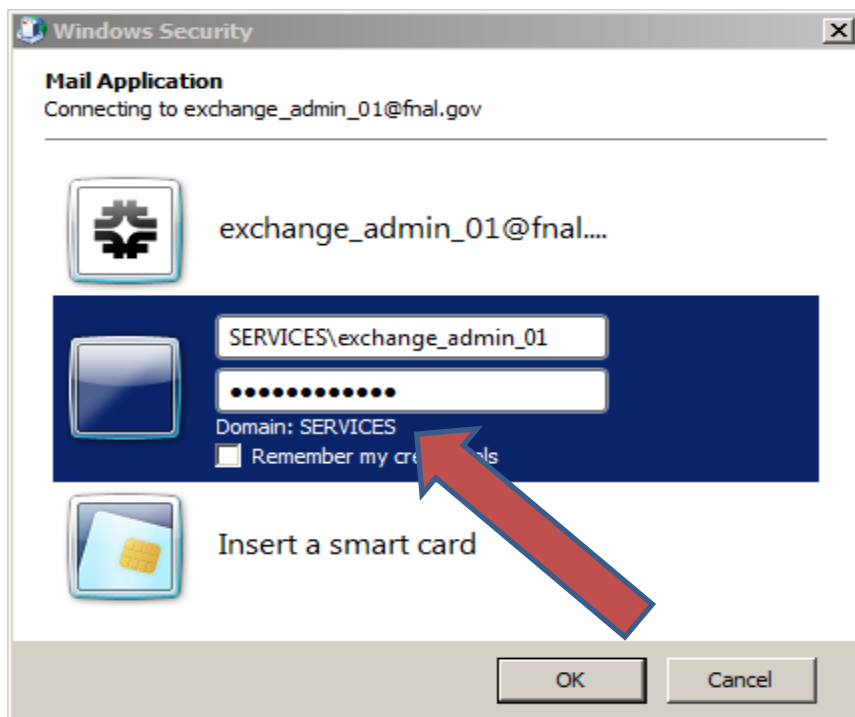

.
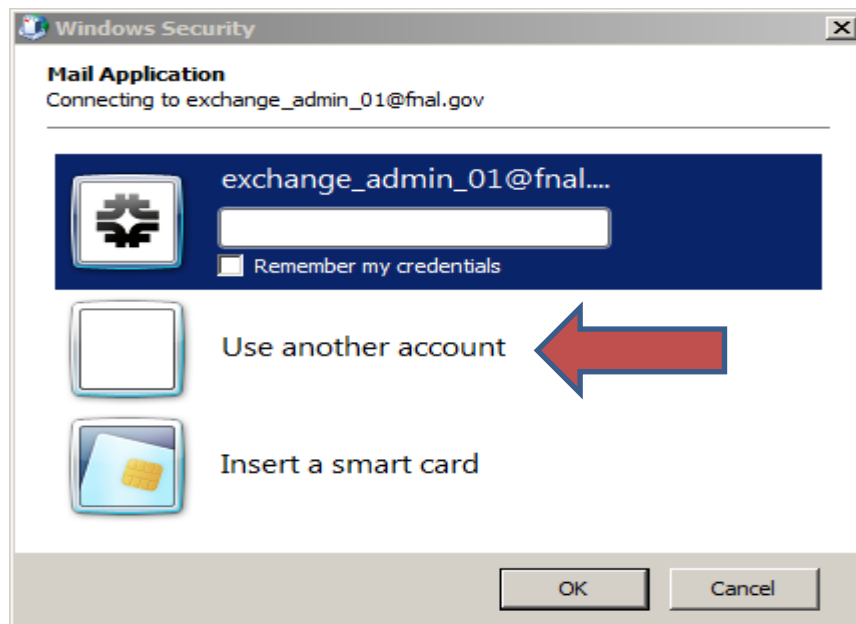
To force the correct domain to be used, select "Use another account"

After selecting "Use another account" you can see the hidden FERMI default value.

Fill in your fully qualified username "SERVICES\username" as well as your SERVICES password.
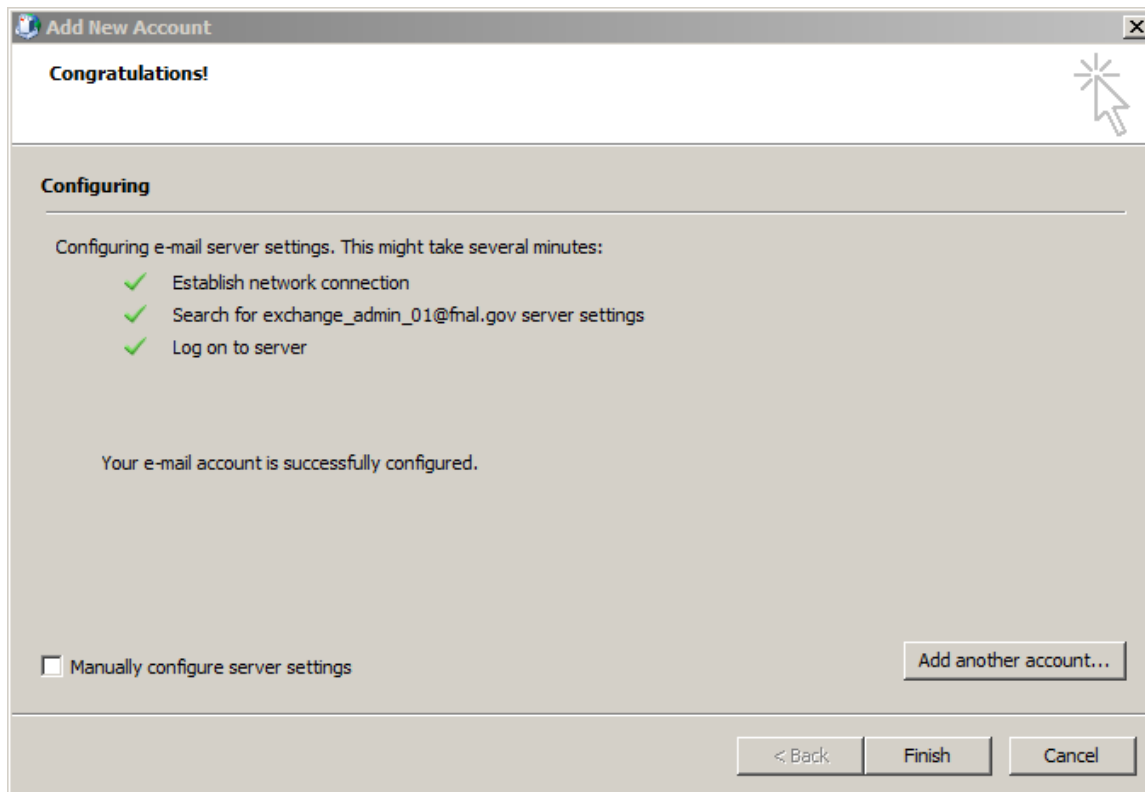

Notice how the domain is now correctly set to SERVICES. Now you can click "OK".
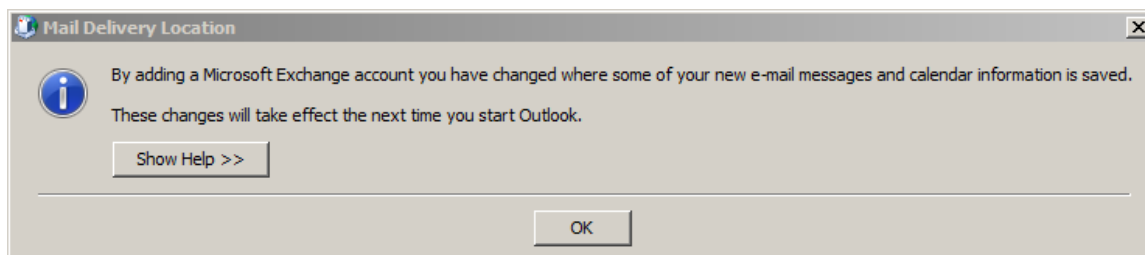
1.2.4 Outlook 2010 Automatically Create Config – Congratulations

Congratulations! Your mail account is configured. Click "Finish".

You will see a little warning about how mail delivery will be affected. Click "OK" when you are ready.

If you have Outlook running, it is best to exit the application, just in case. Now start up Outlook, enter your password (which should now default to the SERVICES domain) and you should see your inbox populated within a minute or less.

1.2.5 Outlook 2010 Automatically Create Config – Startup Outlook

You may start Outlook now. After you enter your SERVICES password, you will see your email account in the left pane.
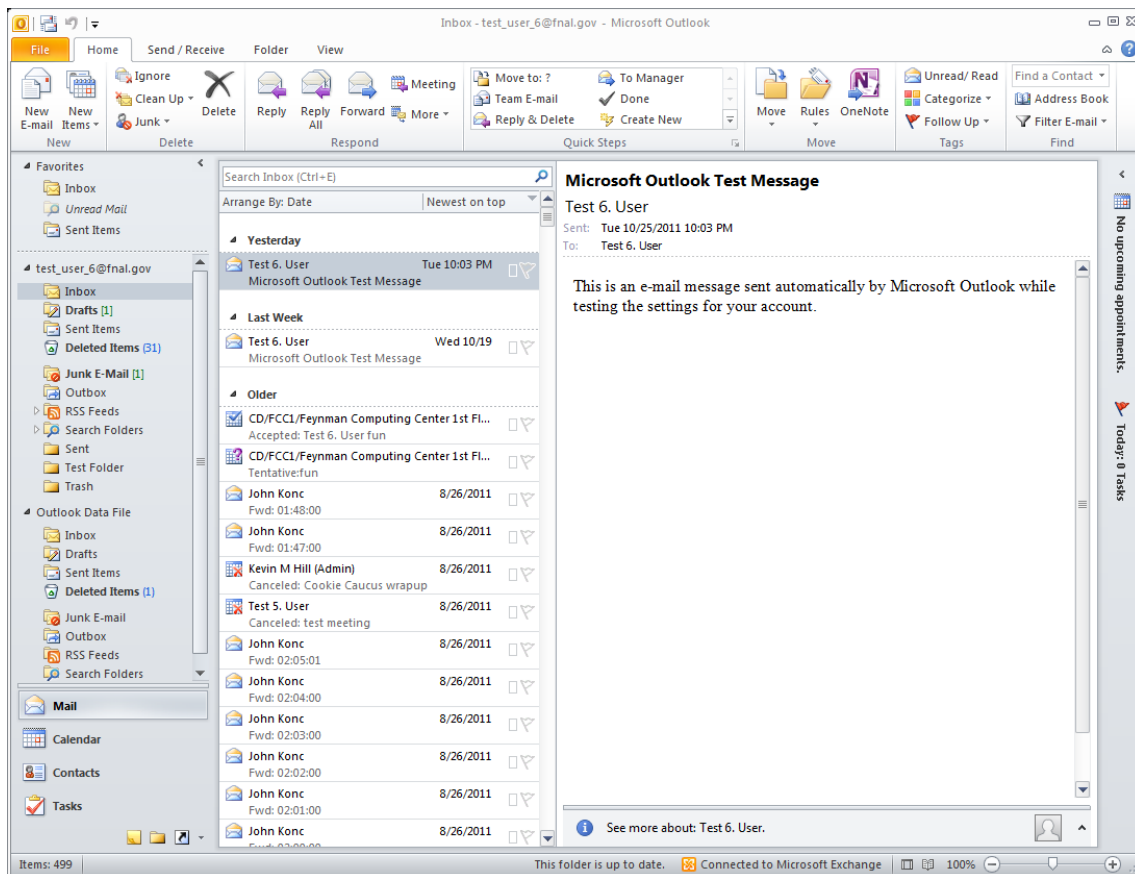
✓ Send a test email to this account and from this account to make sure your account is configured correctly. It is far better to test your account now and fix any typos or issues while you may have time than miss a critical message later!

1.3   Create a MAPI Configuration Manually for Outlook 2010

Depending on the history of your computer, you may be asked to create a profile before performing any mail account configuration. Once this is done, you will be able to proceed.
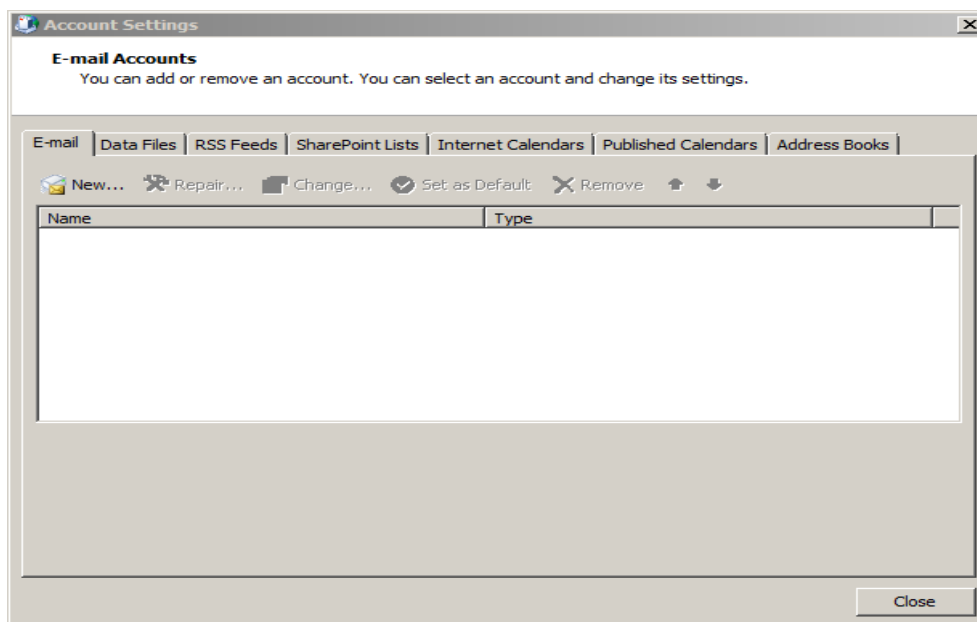
1.3.1   Outlook 2010 Manually Create Config – Access Account Settings

Unlike most procedures, the mail program should NOT be running for this to work in all cases. If Outlook is running, then exit the application.
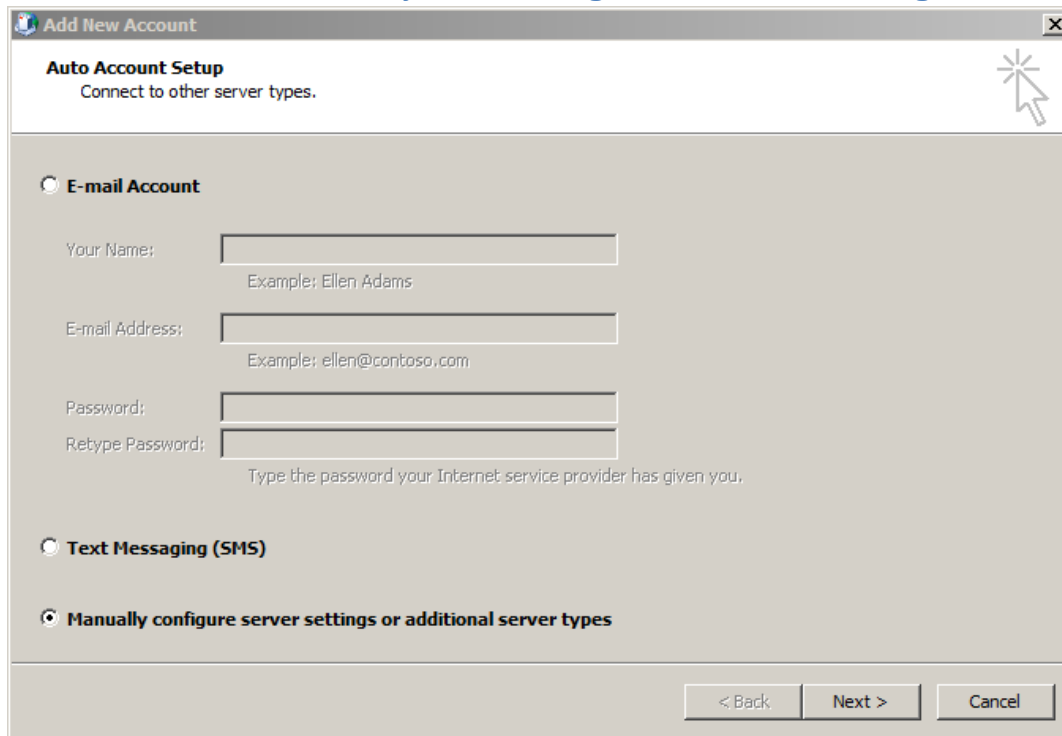
In Windows 7, select "Start" in the desktop taskbar, and then select "Control Panel". In the Control Panel, select "Mail".
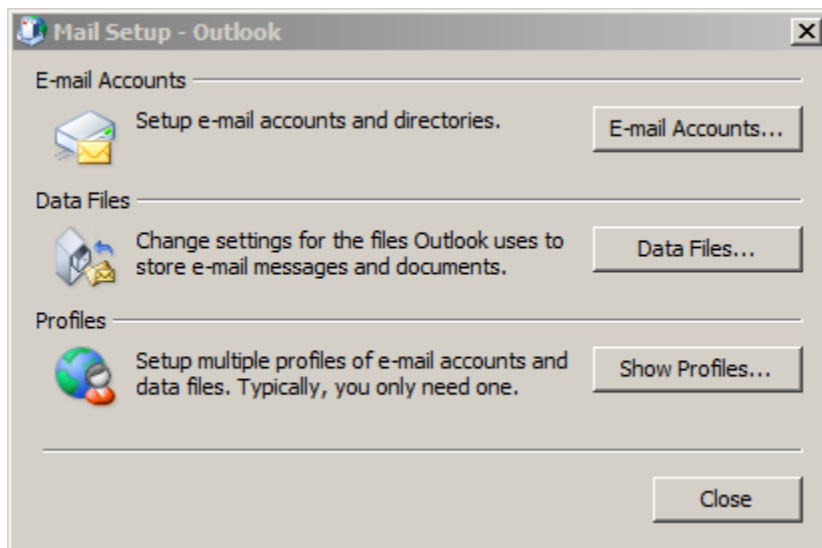
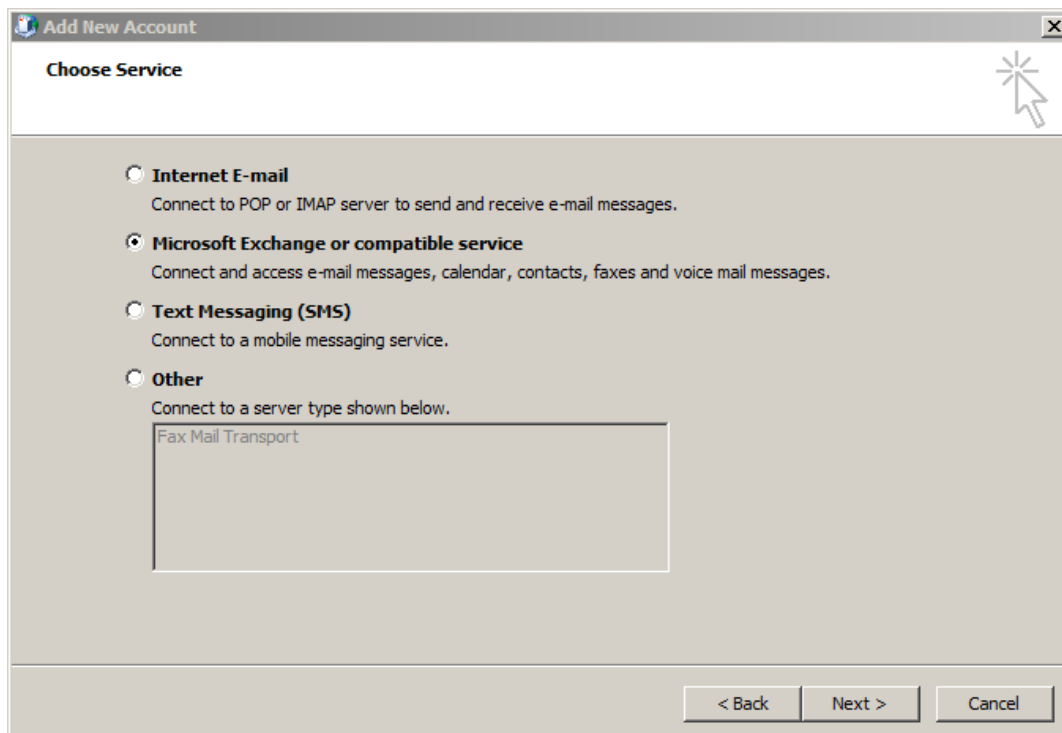Then select "E-mail Accounts…" In the Account Settings form, on the E-mail tab, select "New…"

1.3.2 Outlook 2010 Manually Create Config – Initiate Manual Config

In our experience, the manual configuration procedure works well for more user cases, so we will select "Manually configure server settings…" and "Next>".

Select "Microsoft Exchange or compatible service" and "Next >".

➤ *READ THIS SECTION BEFORE TAKING FURTHER ACTION!*

Enter the Server hostname and your username… and nothing more.

➤ If you are using a FERMI domain account, the "User Name" field in this form may be pre-populated with your Active Directory user record ("John User x9999 99999N") which Outlook and Exchange cannot use. Outlook and Exchange are expecting your email username ("juser"). Please do not assume the pre-populated values are correct! This field must contain your email username to work properly.

Select "More Settings…" to verify the remainder of the configuration.

➤ If you "Check Name" at this stage instead, then please see the warnings in Section 1.3.4 to avoid authenticating to the wrong domain.

1.3.3 Outlook 2010 Manually Create Config – More Account Settings
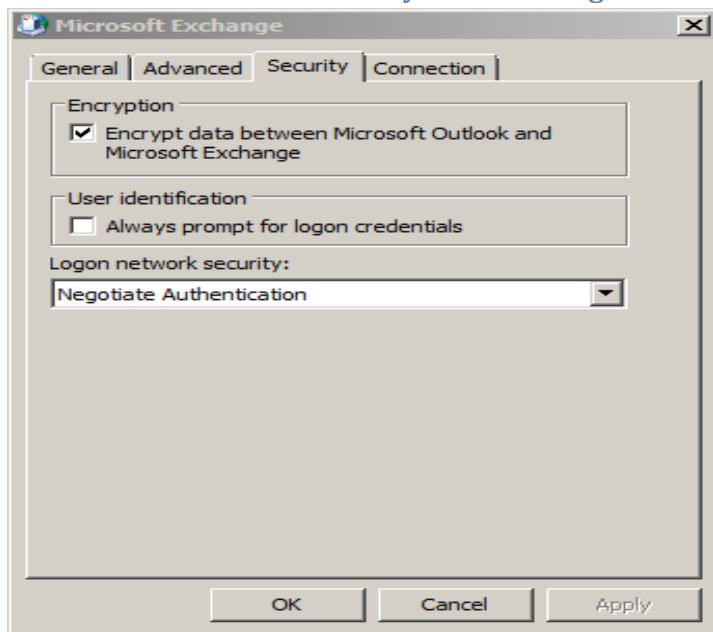
Under the "Security" tab, be sure "Encrypt data between Outlook and Exchange" is checked, and the logon network security is set to "Negotiate Authentication". Select "OK".
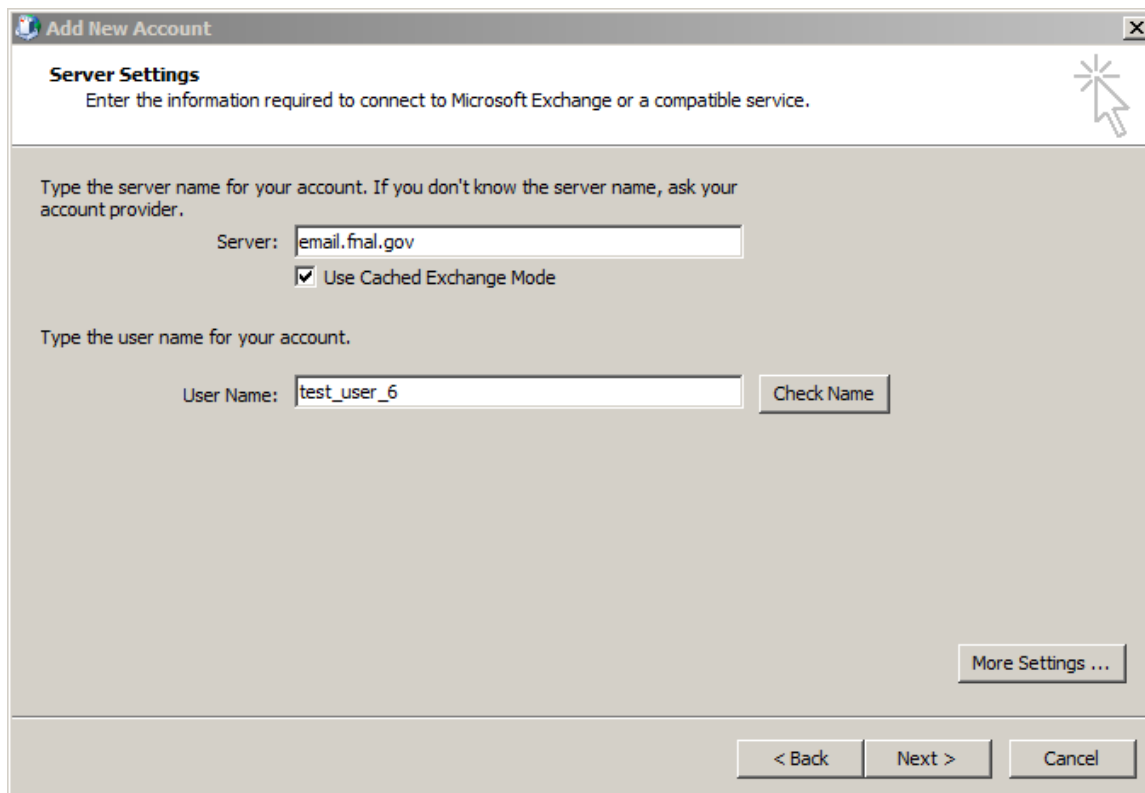

You will return to the Add New Account: Server Settings panel shown before, so select "Next >".

1.3.4 Outlook 2010 Manually Create Config – Login to Confirm Account
 ➢ *READ THIS SECTION BEFORE TAKING FURTHER ACTION!*

You will now be prompted to authenticate. This form assumes your domain is FERMI (windows) by default and unfortunately hidden, but you will authenticate to the SERVICES domain.
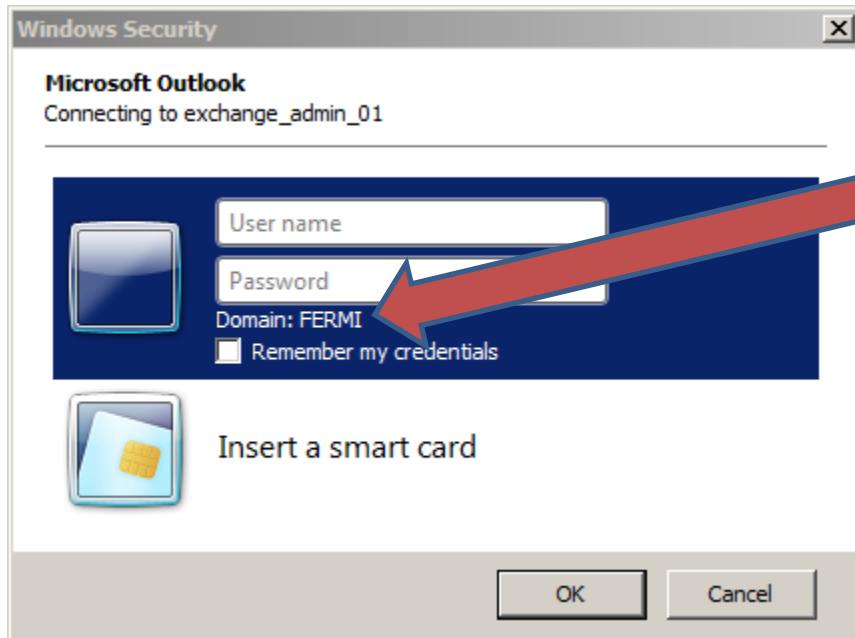
Fill in your fully qualified username "SERVICES\username" as well as your SERVICES password as shown below.
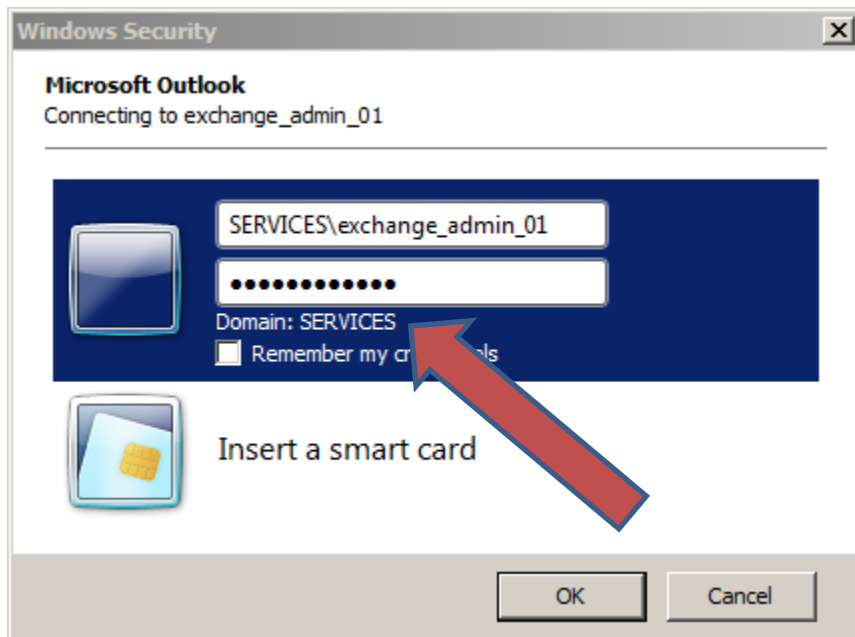
1.3.5 Outlook 2010 Manually Create Config – Congratulations
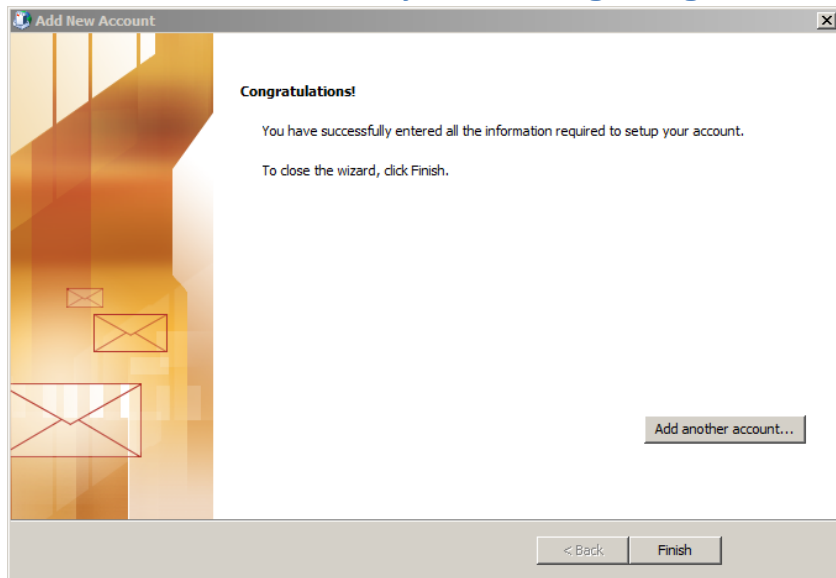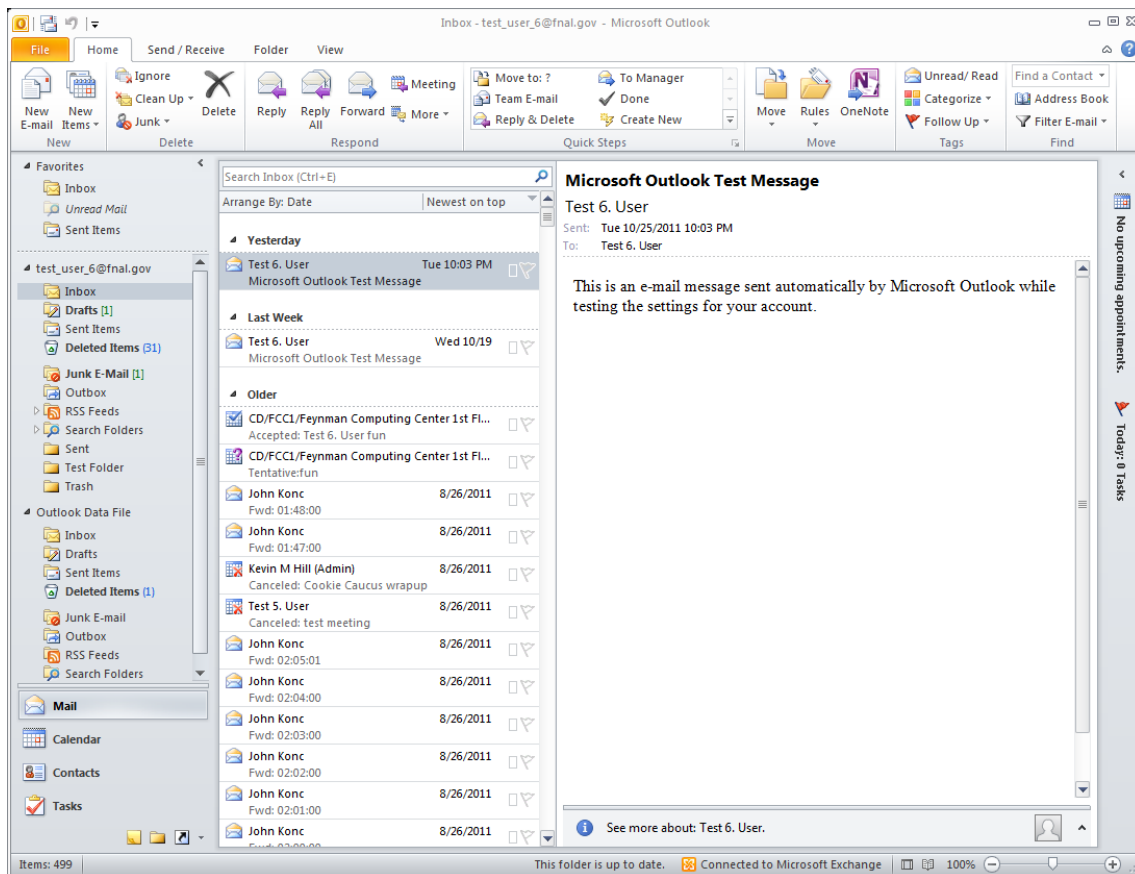

Congratulations, you have set the configuration parameters. Click Finish and you may close the any remaining forms left open by the configuration process.

1.3.6 Outlook 2010 Manually Create Config – Startup Outlook

You may start Outlook now. After you enter your SERVICES password, you will see your email account in the left pane.


✓ Send a test email to this account and from this account to make sure your account is configured correctly. It is far better to test your account now and fix any typos or issues while you may have time than miss a critical message later!

1.4   Remove a MAPI Configuration for Outlook 2010

### 1.4.1   Outlook 2010 Remove Config – Access Account Settings

Under the "File" menu option, select "Account Settings". Select/highlight the e-mail configuration you wish to remove. Select "Remove".
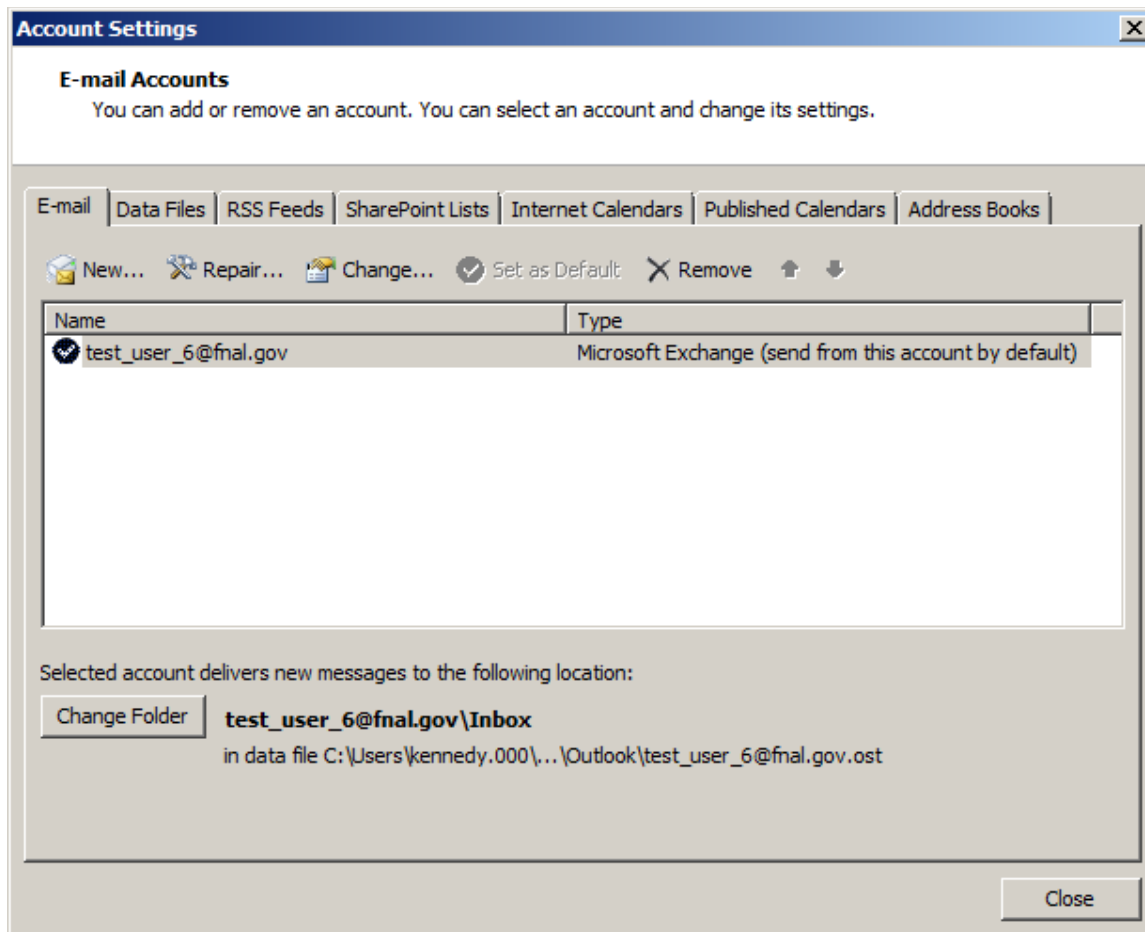
1.5   Check/Edit a MAPI Configuration for Outlook 2010

1.5.1   Outlook 2010 Check/Edit Config – Access Account Settings

Under the "File" menu option, select "Account Settings". Select/highlight the e-mail configuration you wish to remove. Select "Change…".
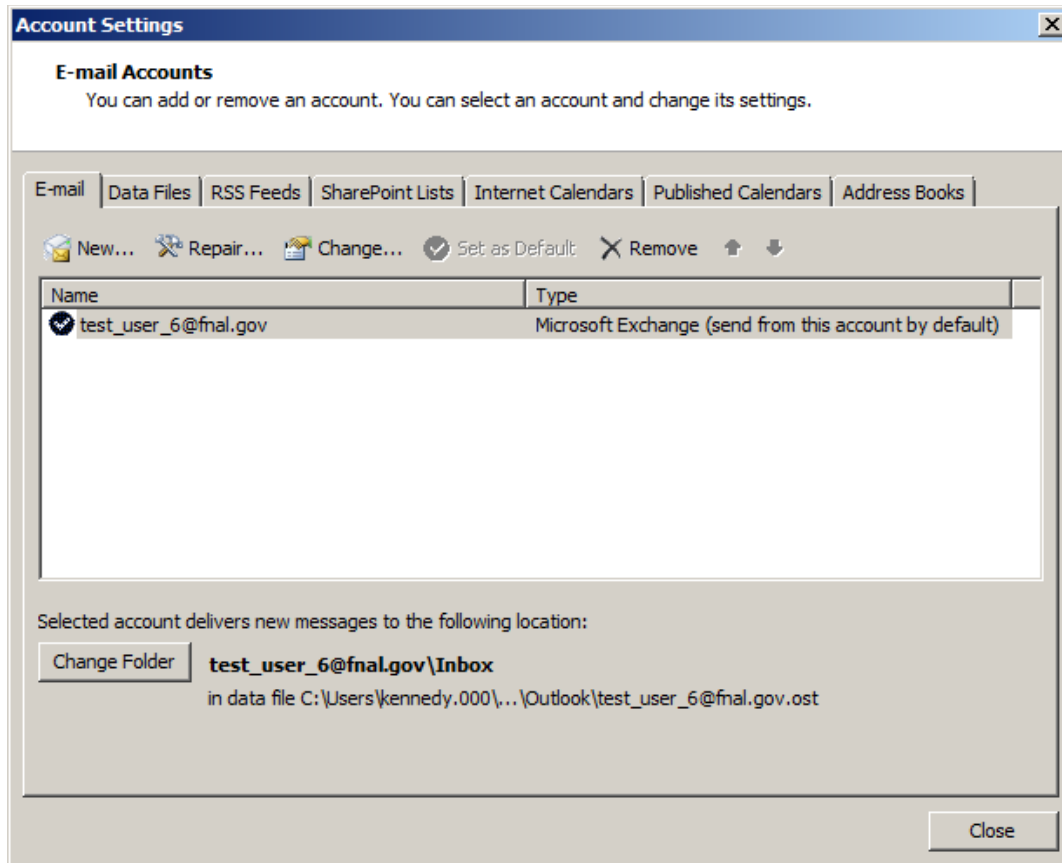
You will then be able to view the settings in the "Change Account" panel.

- ➢ Note that the hostname stated here is "ex2010.fnal.gov" instead of email.fnal.gov. This is expected at this time.
- ➢ If you are using a domain account, the "User Name" field in this form may be pre-populated with your Active Directory user record (something like "John Q. User x9999 99999N") instead of your email username. This must be changed to your email username to work properly.

If you make any changes, then you can select "Next >" to complete the change, else select "Cancel".